CUSTOMER SERVICE EXCELLENCE

Live@Edu Email

User Guide

Working for you

OXFORDSHIRE COUNTY COUNCIL
www.oxfordshire.gov.uk

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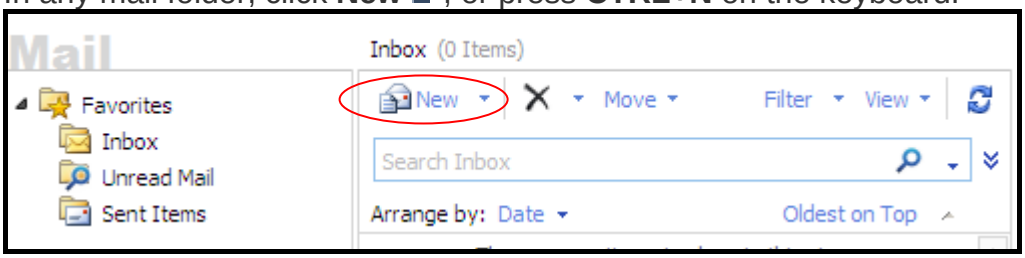
Messages

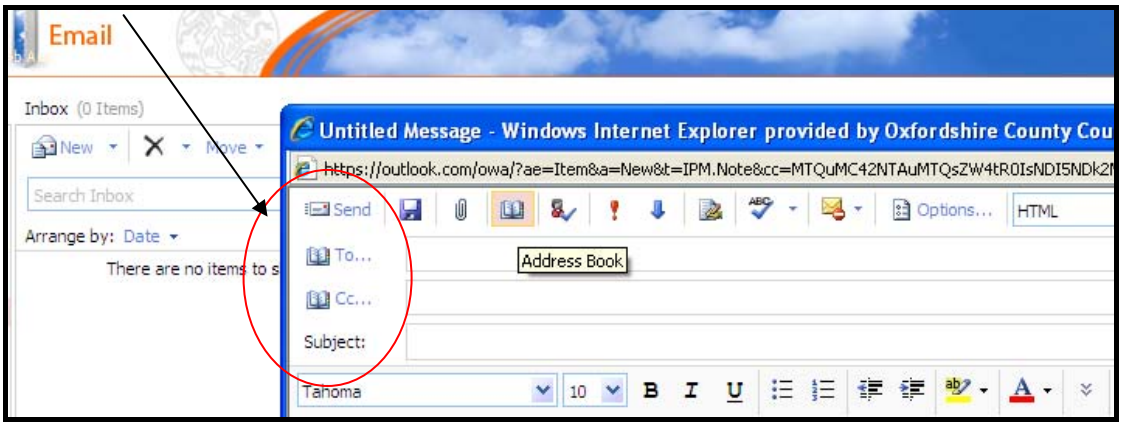
How do I create a message?

1. In any mail folder, click **New**, or press **CTRL+N** on the keyboard.



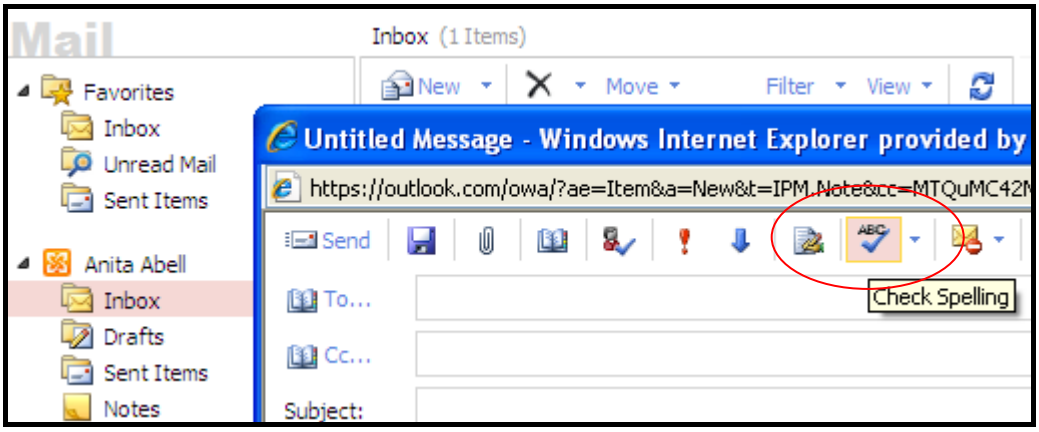
You can also create a new message while you're viewing the address book. On the toolbar, click **Address Book**, and then use the search text box to find the person or group you want to send a message to. Right-click the recipient's name in the list, and then click **New Message**.

2. Enter the recipients you want on the **To** and **Cc** lines.
3. Type a subject.
4. Type your message in the message body.
5. When you're finished typing the message, click **Send** or press ALT+S to send it.



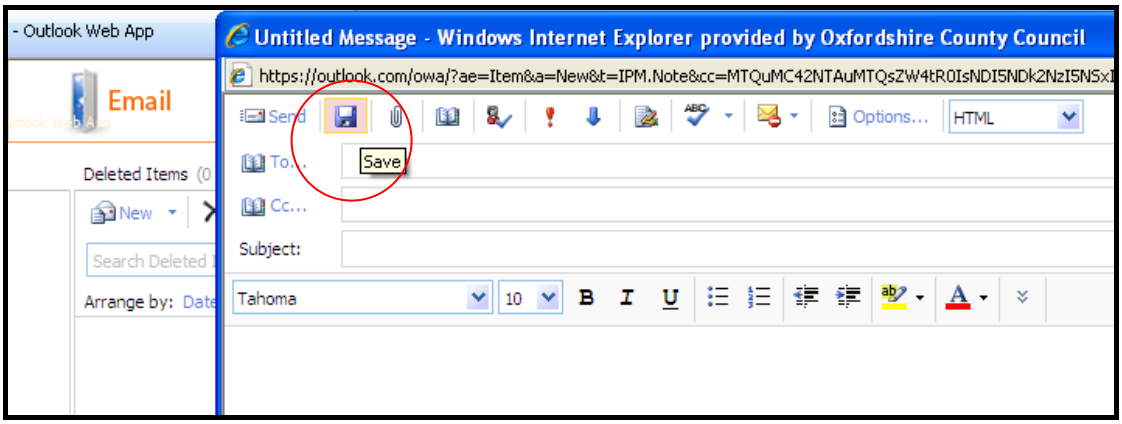
How do I check the spelling in a message?

1. After you compose a message or while you're composing a message, click in the body of the message.
2. On the toolbar, click **Check Spelling** or press F7. The spelling checker will underline each word it doesn't recognize in red.
3. Right-click an underlined word for a list of suggested corrections. Click a suggestion to substitute it for the misspelled word.



How do I save a message to send later?

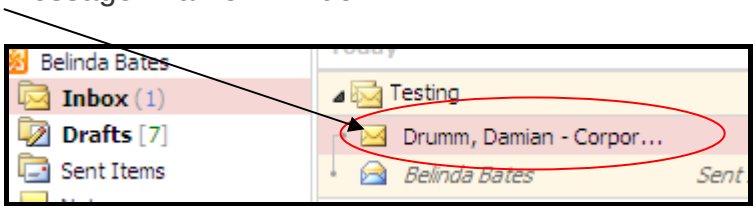
1. Open a new message, or reply to or forward an existing one.
2. On the toolbar, click **Save** or press CTRL+S.
3. A copy of the message is saved in the Drafts folder, so you can safely close the message.



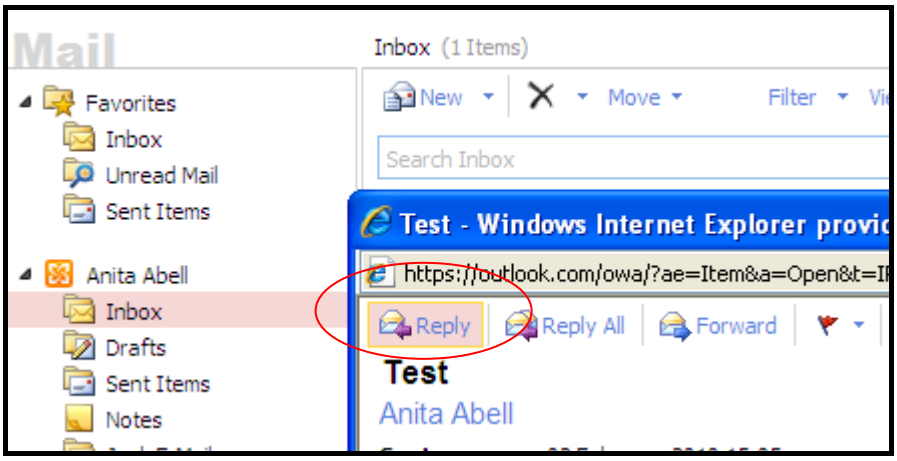
How do I reply to a message?

To reply only to the person who sent the message:

1. Select the message in the message list and double click. This will open the original message in a new window.

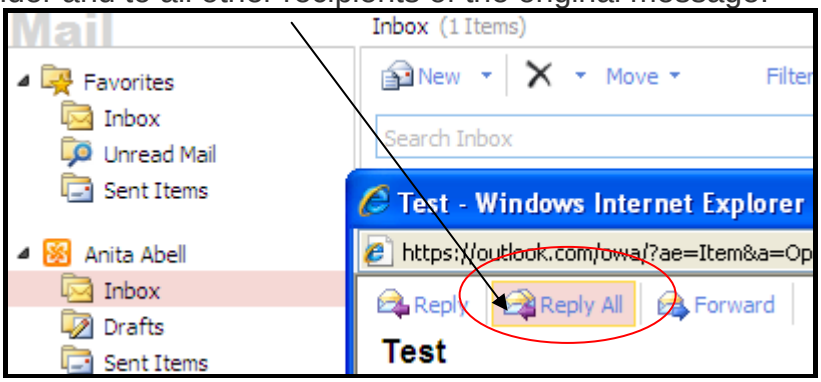


2. On the toolbar, click **Reply**. A new message will appear addressed to the sender of the original message.



To reply to the sender of a message and all other recipients:

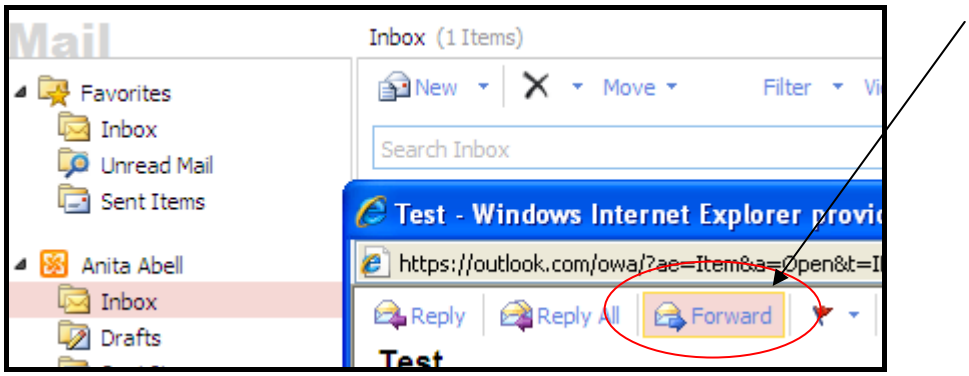
1. Select the message in the message list and double click. This will open the original message in a new window.
2. On the toolbar, click **Reply All**. A new message will appear addressed to the sender and to all other recipients of the original message.



3. When you're ready to send your reply, click **Send** on the toolbar or press **ALT+S**.

How do I forward a message?

1. Select the message in the message list and double click. This will open the original message in a new window. On the tool bar, click **Forward** .

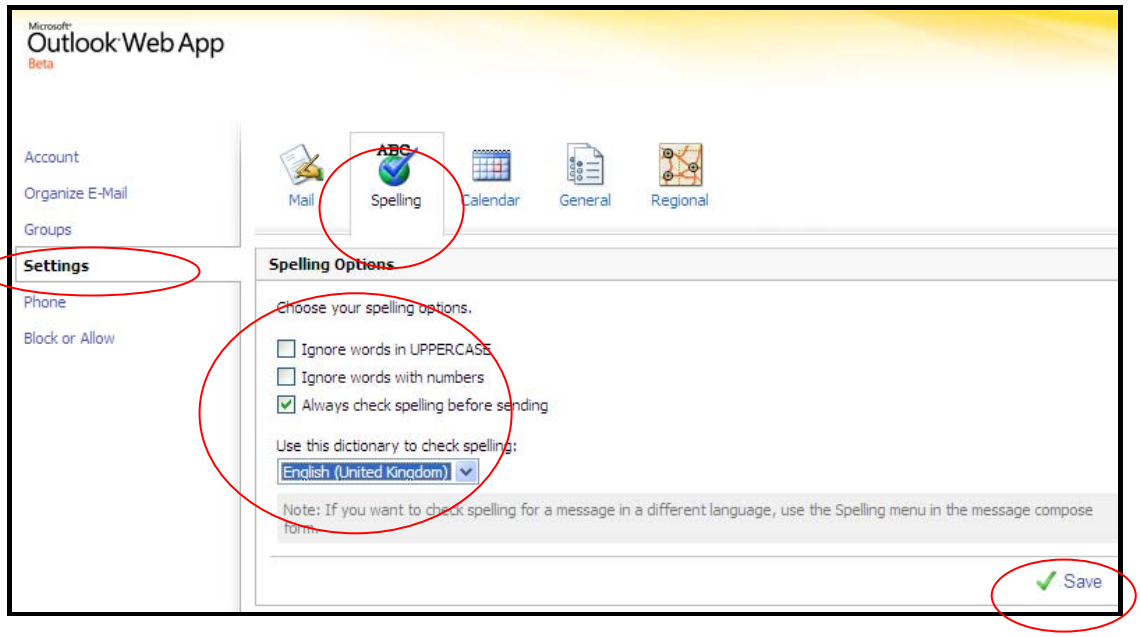


2. On the **To** line, type the e-mail address you want to forward the message to.
3. When you're ready to send your forward, click **Send** on the toolbar or press **ALT+S**.

How do automatically check the spelling of my messages?

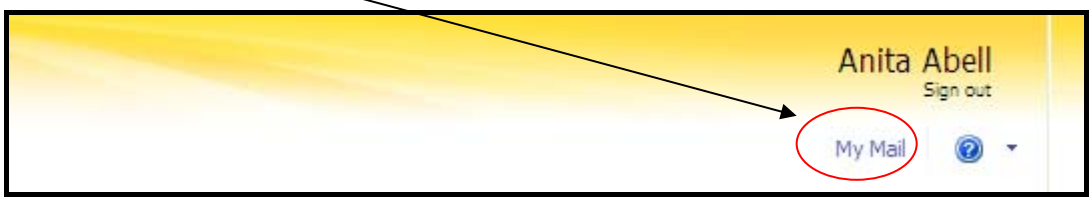
To automatically check the spelling of messages when you send them, click **Options**

Settings > **Spelling** and select **Always check spelling before sending**.



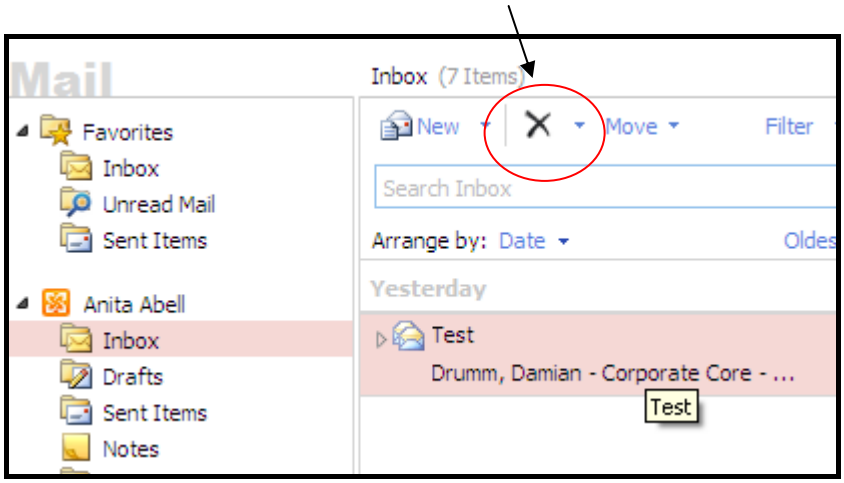
You can select the dictionary language for a message by clicking the drop-down arrow next to the **Check Spelling** button and then selecting a language from the **Check spelling in this language** list. You can also set the default dictionary language by clicking **Options** > **Settings** > **Spelling** and then selecting the default dictionary.

To return to the e-mail page mail click on **MyMail** to the top right hand corner of the web page.

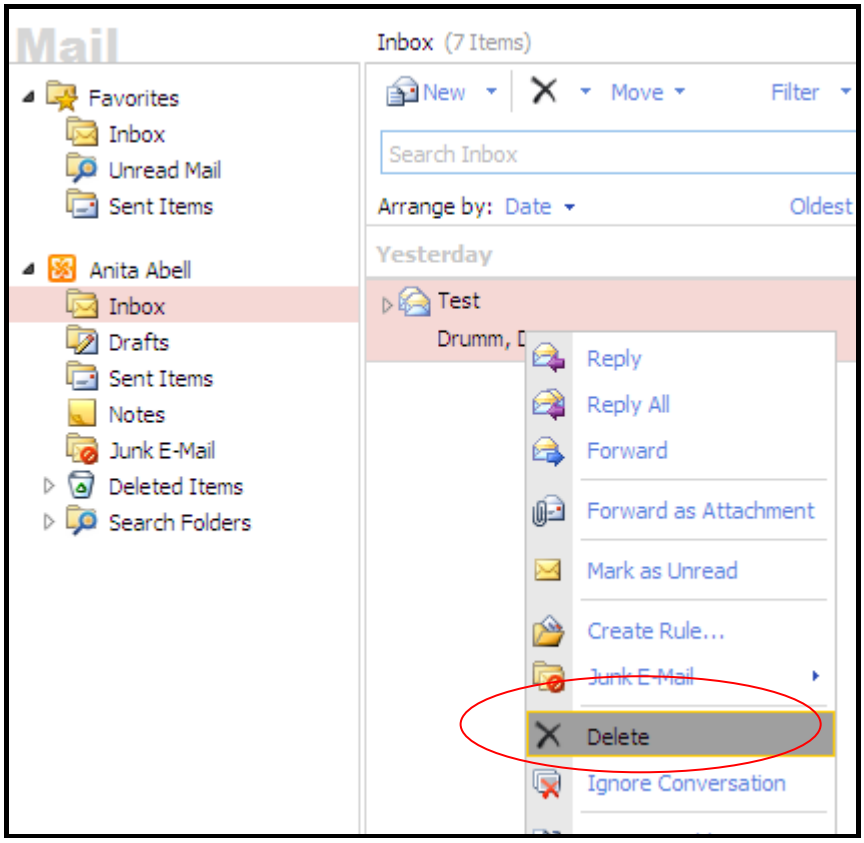


How do I delete a message?

1. To delete one or more messages from a folder, select the messages, and then do one of the following: Click **Delete** on the toolbar.

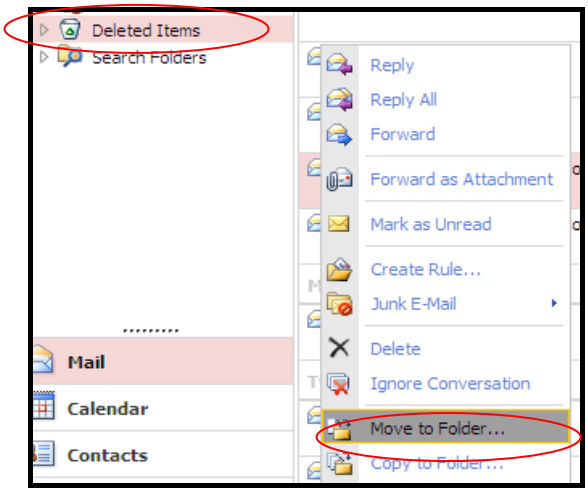


2. Right-click the message and then click **Delete** on the menu.



By **default**, every item you delete from your mailbox goes to the **Deleted Items** folder and stays there until you delete it individually from that folder or the **Deleted Items** folder is emptied.

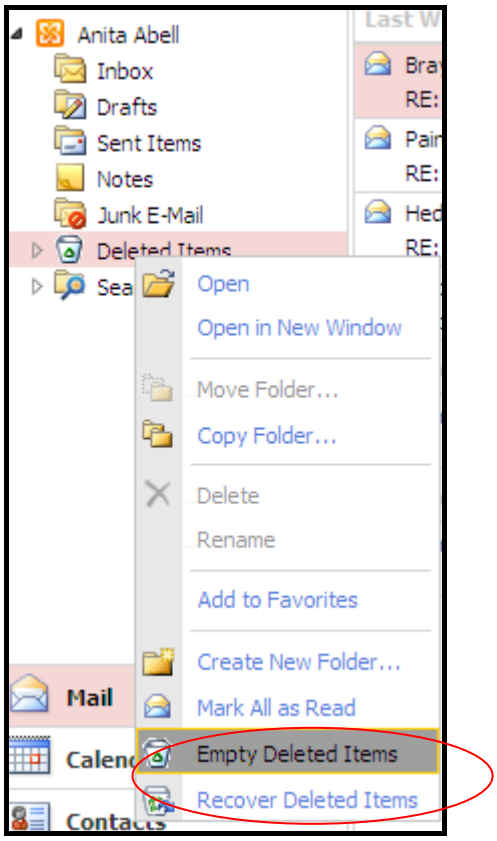
Before you empty the folder you can move any emails you want to keep by right-clicking on the, **Deleted Items** and selecting move.



How do I empty the Deleted Items folder?

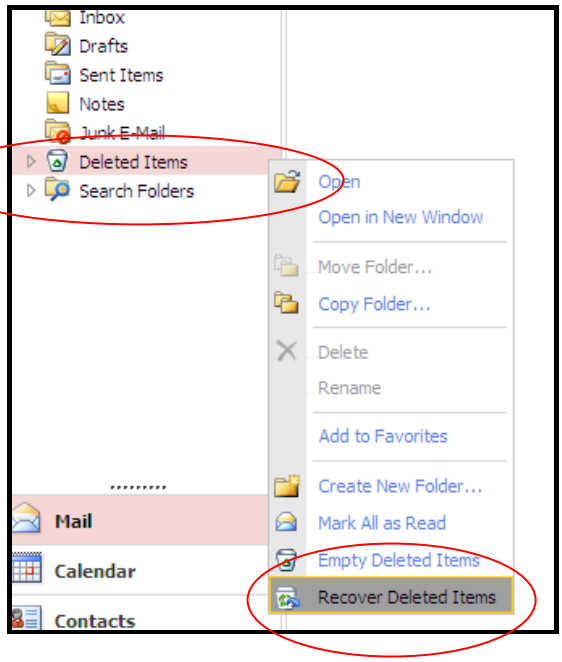
1. In the Navigation Pane, right-click **Deleted Items**.
2. Click **Empty Deleted Items**.

3. Click **OK** to verify that you want to remove all items in the **Deleted Items** folder or click **Cancel** to cancel the deletion without emptying the folder.



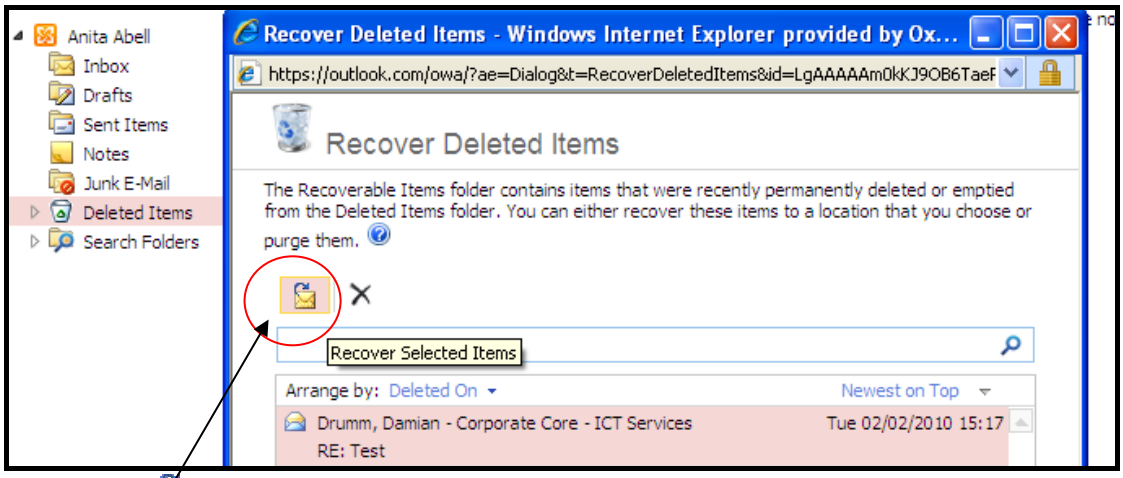
How do I recover a deleted item?

1. Right-click the **Deleted Items** folder in the Navigation Pane.



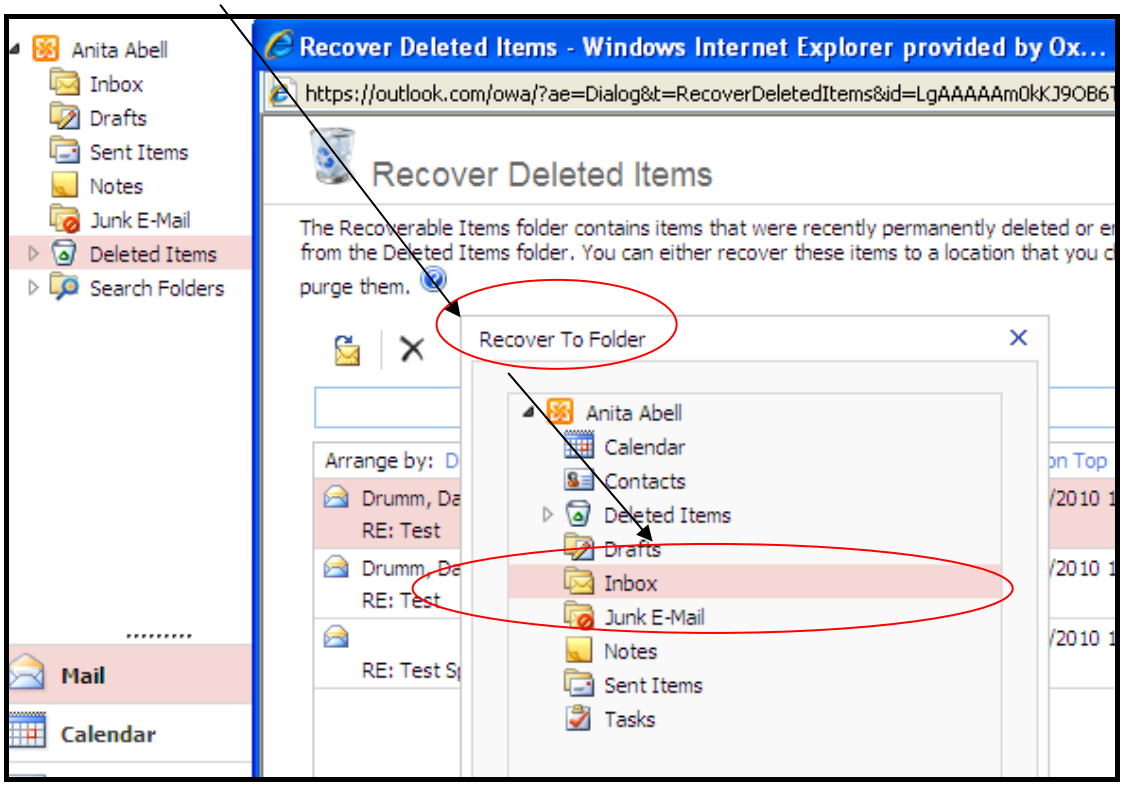
2. Click **Recover Deleted Items**.

3. Select the item you want to recover by clicking it in the **Recover Deleted Items** list.


Anita Abell
Inbox
Drafts
Sent Items
Notes
Junk E-Mail
Deleted Items
Search Folders
Recover Deleted Items - Windows Internet Explorer provided by Ox...
https://outlook.com/owa/?ae=Dialog&t=RecoverDeletedItems&id=LgAAAAAm0kKJ9OB6TaeF
Recover Deleted Items
The Recoverable Items folder contains items that were recently permanently deleted or emptied from the Deleted Items folder. You can either recover these items to a location that you choose or purge them.
Recover Selected Items
Arrange by: Deleted On
Newest on Top
Drumm, Damian - Corporate Core - ICT Services
Tue 02/02/2010 15:17
RE: Test

4. Click to recover the item or to purge the item.

5. If you clicked , select the folder you want to recover the item to and click **Recover**.



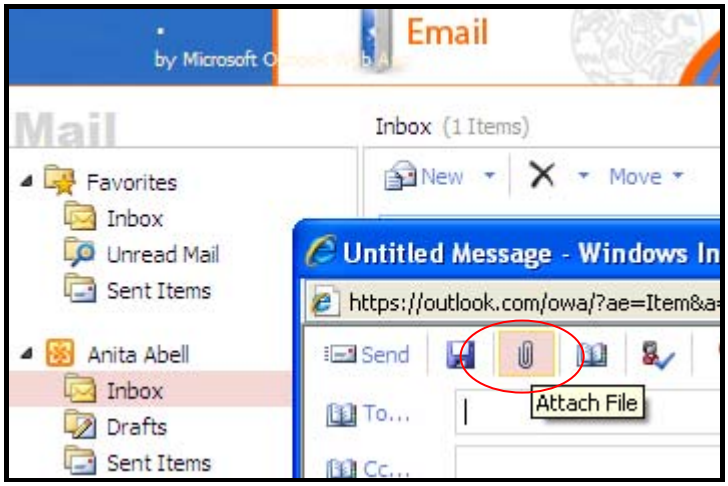
Working with Attachments

You can use attachments to include one or more files on any item that you create in your mailbox, for example, an e-mail, calendar item, or contact.

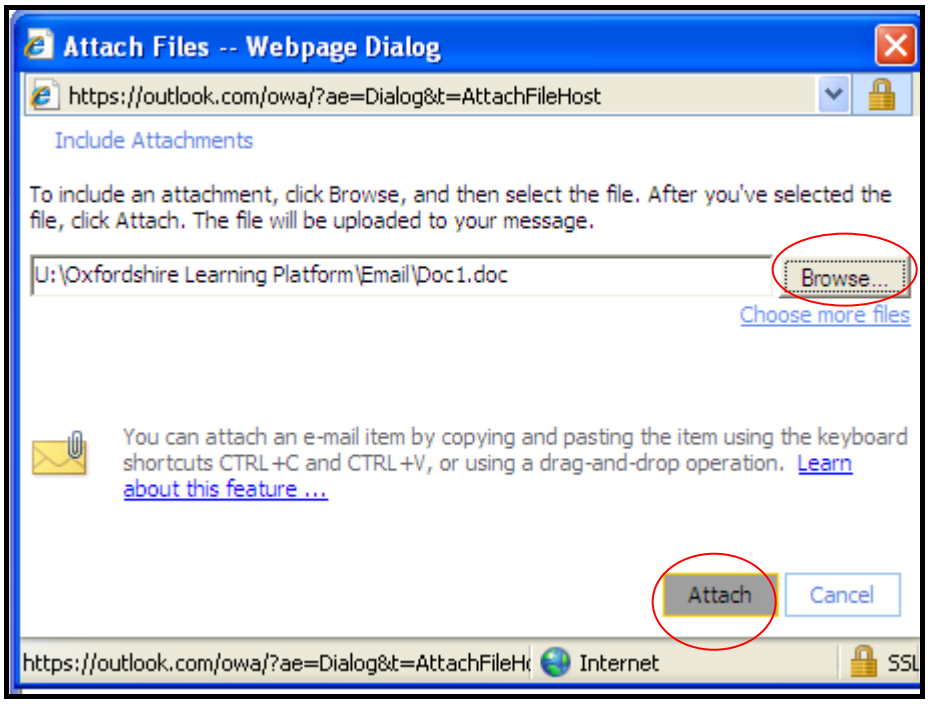
How do I add an attachment?

You can attach any kind of file that can be accessed from your computer or through your network to any item you create in your mailbox.

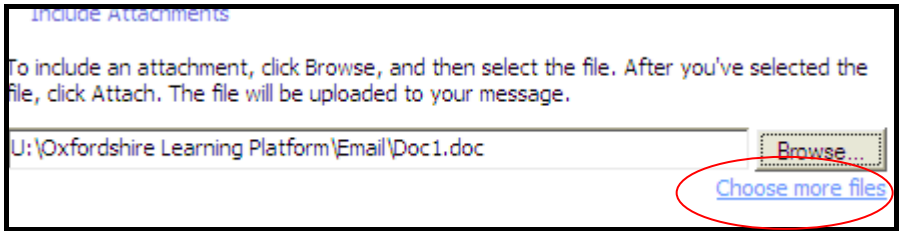
1. In a message, calendar item, or contact, click the attach file icon on the toolbar.



2. In the **Attach File** dialog box, type the path of the file you want to attach, or click **Browse** to locate the file.
3. If you use **Browse**, highlight the file you want to attach, and then click **Open** to add it to the attachments list.
4. Click **Attach**, and the file name will appear in the **Attach Files** dialog box.


Attach Files -- Webpage Dialog
https://outlook.com/owa/?ae=Dialog&t=AttachFileHost
Include Attachments
To include an attachment, click Browse, and then select the file. After you've selected the file, click Attach. The file will be uploaded to your message.
U:\Oxfordshire Learning Platform\Email\Doc1.doc
Browse...
Choose more files
You can attach an e-mail item by copying and pasting the item using the keyboard shortcuts CTRL+C and CTRL+V, or using a drag-and-drop operation. Learn about this feature ...
Attach
Cancel
https://outlook.com/owa/?ae=Dialog&t=AttachFileH
Internet
SSL

5. To change the file you selected, click **Browse**, and then locate the file you want.
6. To attach more than one file, click **Choose more files** in the **Attach Files** dialog box.

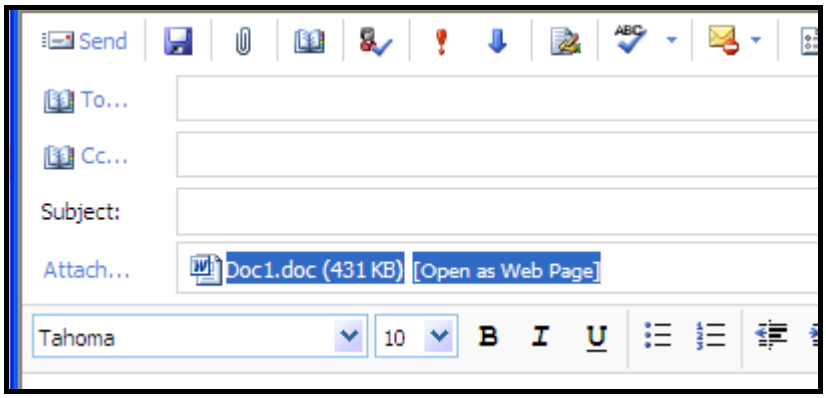

Include Attachments
To include an attachment, click Browse, and then select the file. After you've selected the file, click Attach. The file will be uploaded to your message.
U:\Oxfordshire Learning Platform\Email\Doc1.doc
Browse...
Choose more files

7. To return to the item, click **Attach** to attach the selected files or click **Cancel** to return to the item without attaching the files.

How do I remove an attachment?

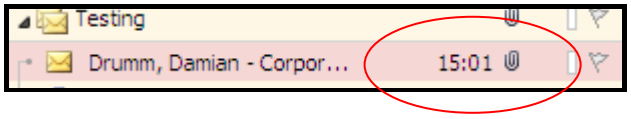
You can remove an attachment from an email.

1. By clicking on the attachment once and press the DELETE on the keyboard to remove the attachment.

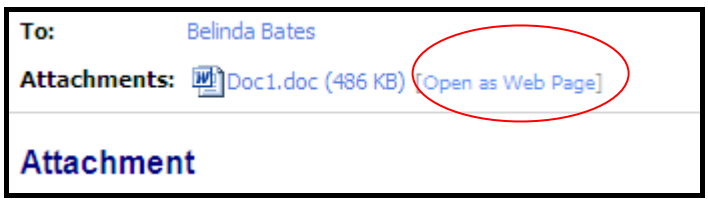


How do I open an attachment?

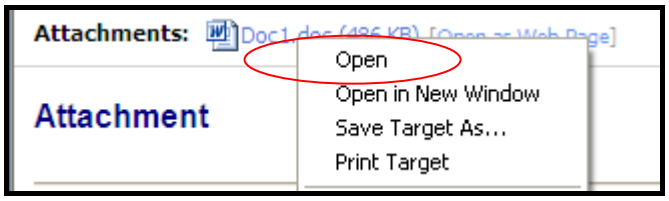
When an item includes an attachment, a paper clip icon is shown next to the item in the list window.



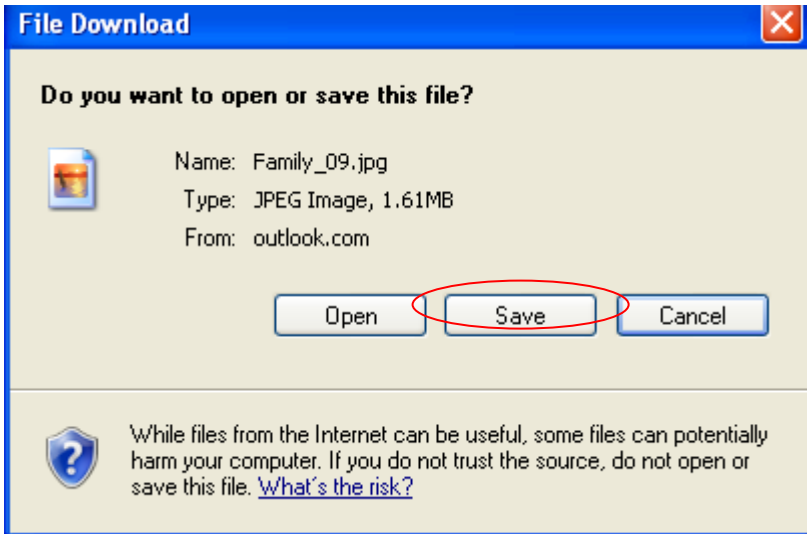
When the item is opened or previewed, the name of the attached file appears in the item information. Some attachments, such as .txt files and .gif files, are opened directly by the Web browser.



1. Click the attachment file name located in the message heading information. You have the option to open the attachment using the appropriate application or save the attachment to disk.
2. You can also use **Open as Web Page** to open the attachment using your Web browser.
3. You can Right Click on the attachment and open



4. Once you have opened the attachment, you can save it into your secure area.


File Download
Do you want to open or save this file?
Name: Family_09.jpg
Type: JPEG Image, 1.61MB
From: outlook.com
Open
Save
Cancel
While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. What's the risk?

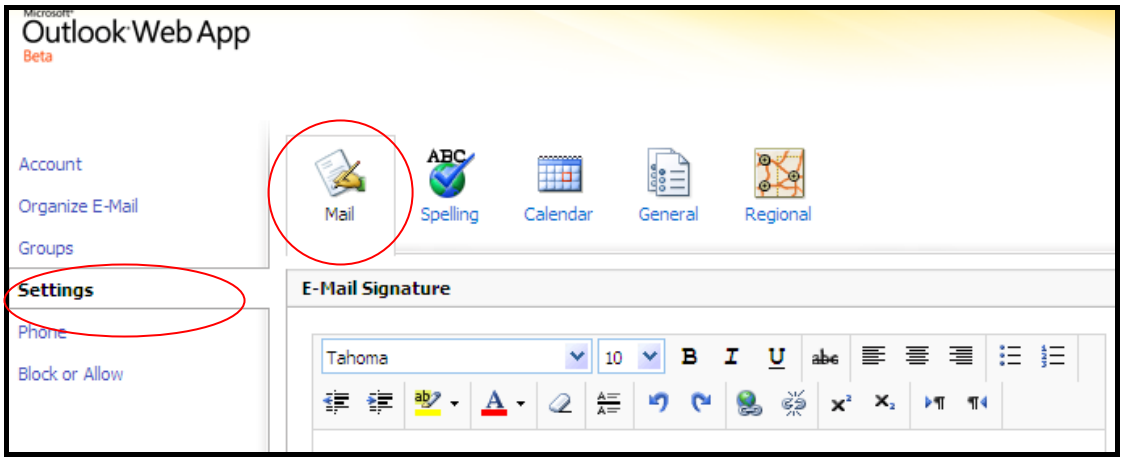
Signatures

An e-mail signature consists of text or pictures that can be added to the end of an outgoing e-mail message.

How do I create a signature?

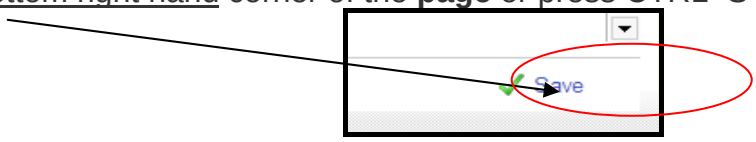
1. At the top of the Outlook Web App page, click **Options** > **Settings** > **Mail**.

2. In the **E-Mail Signature** box, type and format your signature.



3. To add your signature to all outgoing messages, select the **Automatically include my signature on messages I send** check box.

4. Click **Save** at the bottom right hand corner of the **page** or press CTRL+S

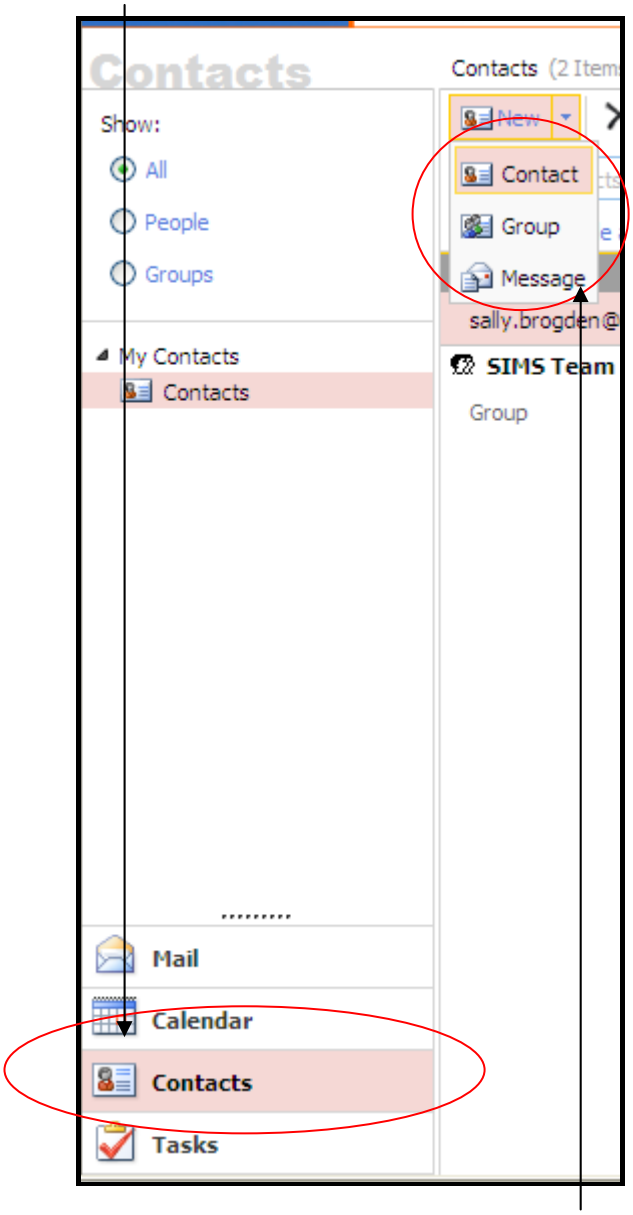


Contacts

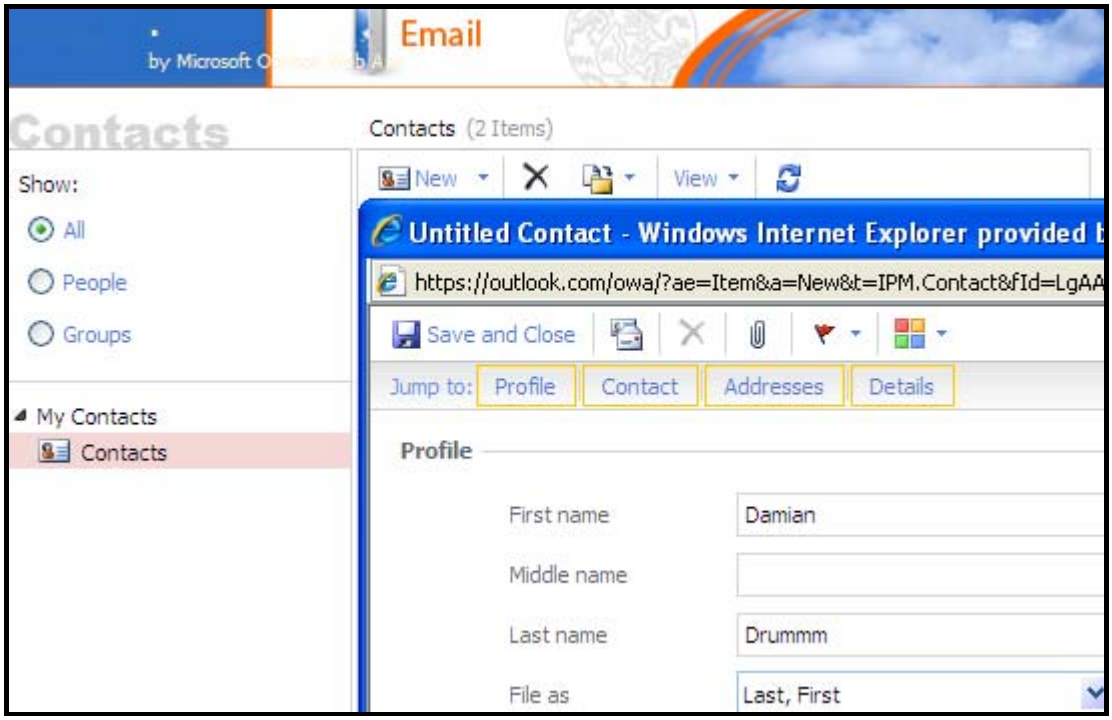
You can create a contact to store the information about people you communicate with, including their e-mail address, street address, telephone numbers, and other information.

How do I create a contact?

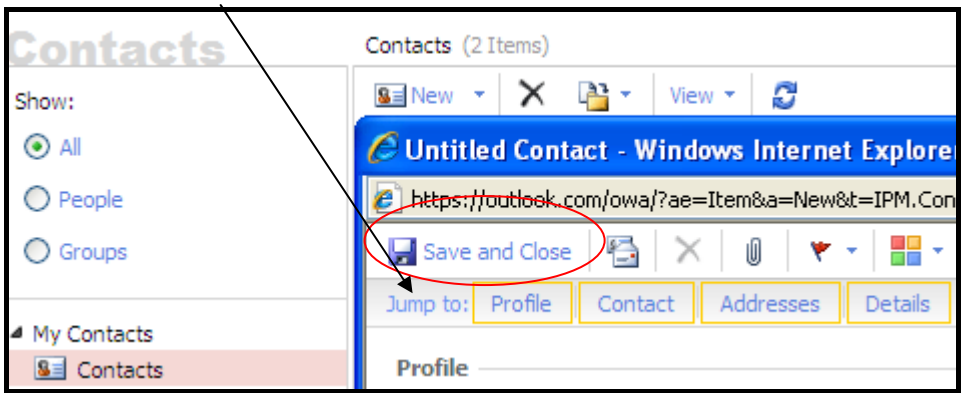
1. In **Contacts**, on the toolbar click **New Contact**.



2. You can use the drop-down lists to record multiple entries in some boxes. For example, the drop-down list next to **E-mail** lets you store up to three different e-mail addresses for a contact (**E-mail**, **E-mail 2**, and **E-mail 3**). You can also store more than one address and telephone number.



3. If you've more than one address stored for a contact, you can designate one as the contact's mailing address. Select the address from the drop-down list, and then select the **This is the mailing address** check box at the bottom of the page.
4. Click **Save and Close** to save the new contact. Click **Cancel** if you want to discard your changes. Use the **File as** list to determine how the contact will appear in **Contacts**. You can display each contact by first and last name, by last name first, or by company name.



How to use your Calendar

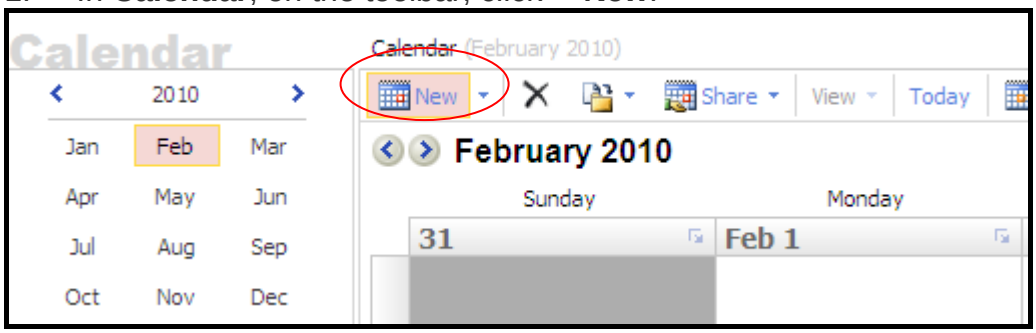
To open your calendar in Outlook Web App, click **Calendar** in the Navigation Pane

Appointments

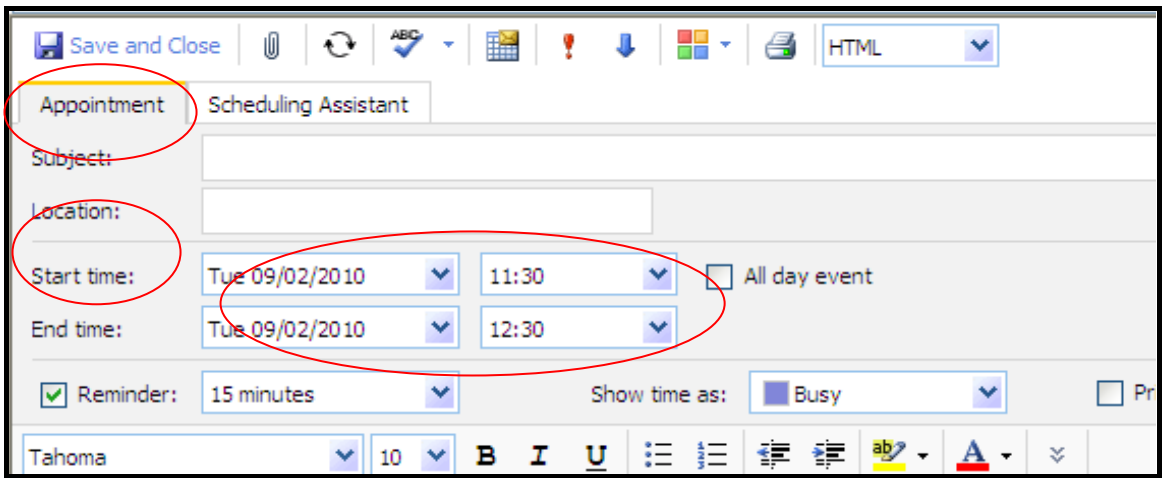
Appointments can be a single occurrence or can be scheduled to repeat.
Your appointment may be with other people, but will appear only on your calendar.

How do I create an appointment?

1. In **Calendar**, on the toolbar, click **New**.



2. In the **Subject** box, type a brief description of the appointment.
3. In the **Location** box, type the location where the appointment occurs.
4. In the **Start time** and **End time** lists, select the appropriate dates and times.
5. In the **Show time as** list, select how you want your schedule to appear for the duration of the appointment. Your selection (**Busy**, **Free**, **Tentative**, or **Out of Office**) is what others will see when they view your schedule.



6. If you want to prevent other people from viewing the details of the appointment, click **Private**.
7. In the message body, type any additional information, for example, a list of materials to bring with you to the appointment.
8. Click **Save and Close** or press CTRL+S before closing the appointment form browser window.

Delete an Appointment

You can delete an appointment by clicking it in the Calendar view and then clicking **Delete** on the toolbar or by pressing the **DELETE** key on your keyboard. You can also delete an appointment

Modify an Appointment

You can open appointments you've previously created and make changes.

How do I modify an existing appointment?

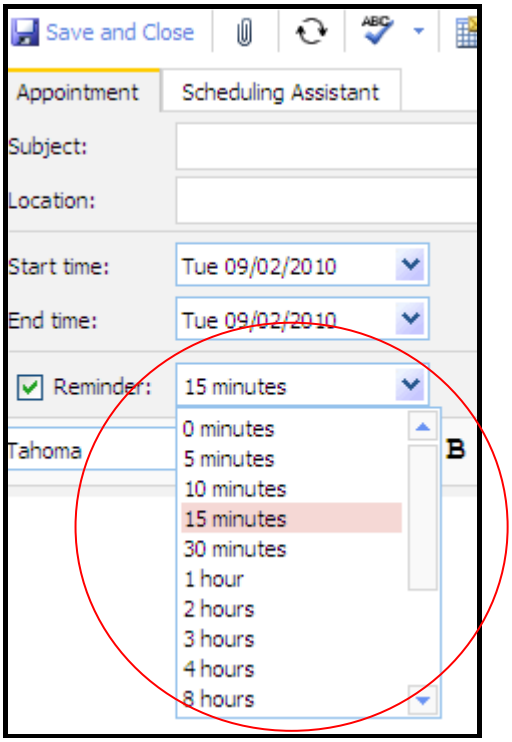
1. Double-click the item you want to open.
   If you're modifying a repeating item, when you're prompted, select **The Series** to modify every item in the series or to change the repetition pattern. If you select **This Occurrence**, your changes affect only that occurrence.
2. To change the subject or location of the appointment, enter new text in the appropriate boxes.
3. To change the date and time of the appointment, in the **Start time** and **End time** lists, change the start and end time of the new entries.
4. Make any other changes you want, for example, the appointment's categories or how time is shown.
5. Click **Save and Close** or press CTRL+S before closing the appointment form browser window.

Save an Appointment

After you create or modify an appointment, click **Save and Close** on the appointment toolbar or press CTRL+S before closing the appointment form browser window. If you want to close the appointment without saving your changes, click **Close** at the top of the appointment form browser window.

How do I set a reminder on an item?

1. Open the item on which you want to add or change the reminder.
2. Make sure the **Reminder** check box is selected if you want reminders on this item. If you don't want a reminder for this item, make sure the check box is cleared.
3. Use the drop-down list to select how long before the appointment you want to get a reminder notice.



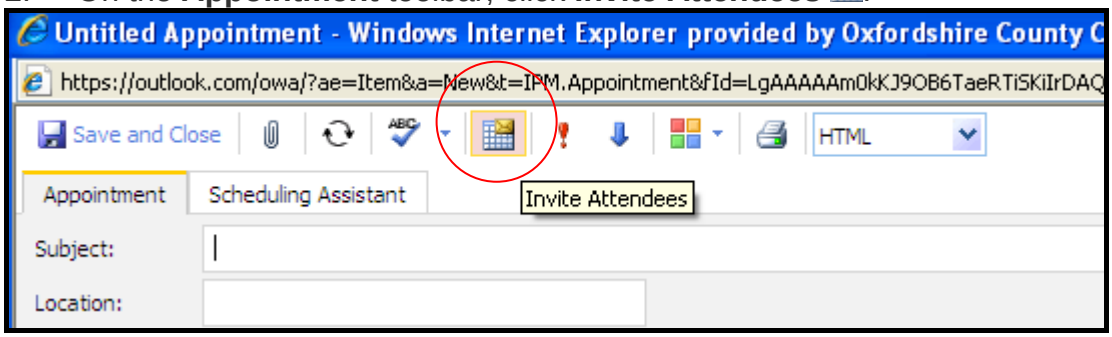
4. Click **Save and Close** or press CTRL+S before you close the appointment or meeting from the browser window.

Meetings

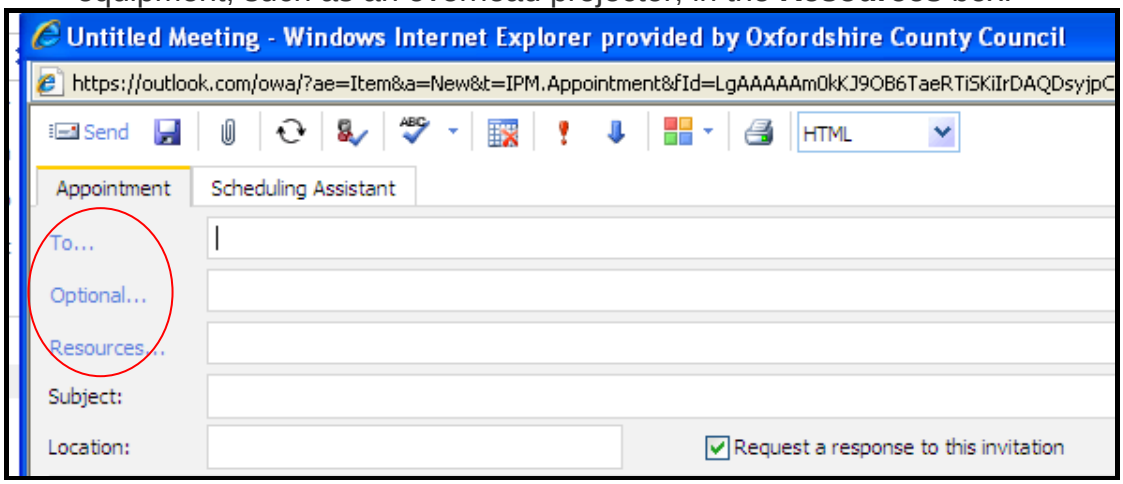
If you want to share an appointment with other people in your organisation so that it appears on their calendars in addition to your own,

How do I create a meeting request?

1. In **Calendar**, on the toolbar, click **New**.
2. On the **Appointment** toolbar, click **Invite Attendees**.

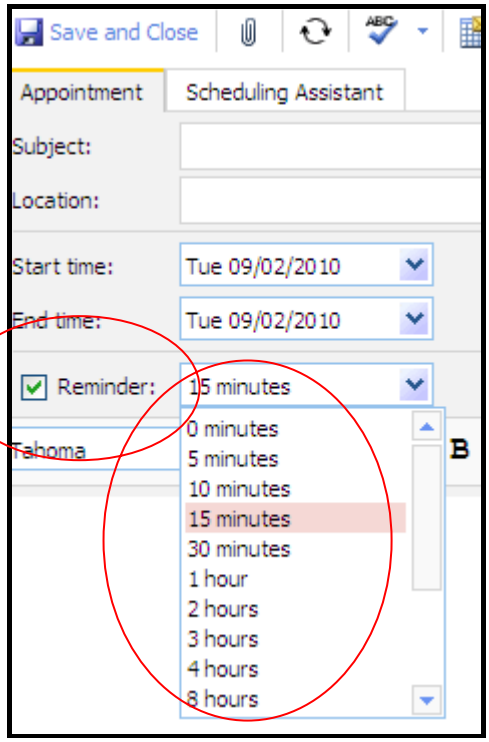


3. In the **To** and **Optional** text boxes, enter the names of the people who you want to receive this meeting request. You can specify a conference room or special equipment, such as an overhead projector, in the **Resources** box.

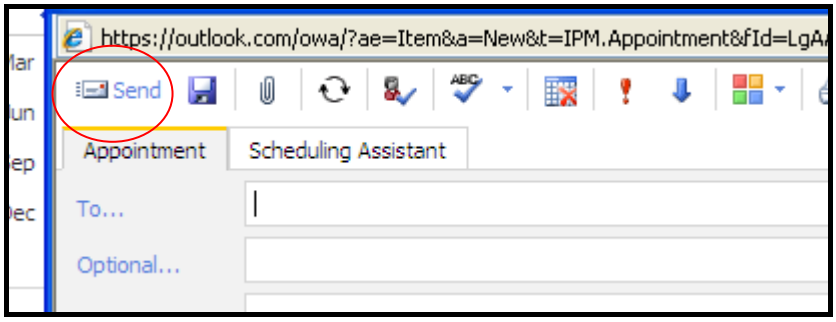


4. In the **Start time** and **End time** lists, select the appropriate dates and times. If you want the meeting to occur regularly, click **Repeat**.
5. In the **Show time as** list, select how you want your schedule to appear for the duration of the meeting. Your selection (**Busy**, **Free**, **Tentative**, or **Away**) is what other people see when they view your schedule and the schedules of all attendees.

6. Select the **Reminder** check box to be reminded about this meeting. This also reminds all recipients of the meeting request if they have reminders enabled on their calendars.



7. Type a message to accompany your meeting request in the message text area, and then click **Send** or press ALT+S. A meeting request is sent to each attendee, and the new meeting is added to your schedule. Each person who receives your meeting request can accept, decline, or accept it tentatively.



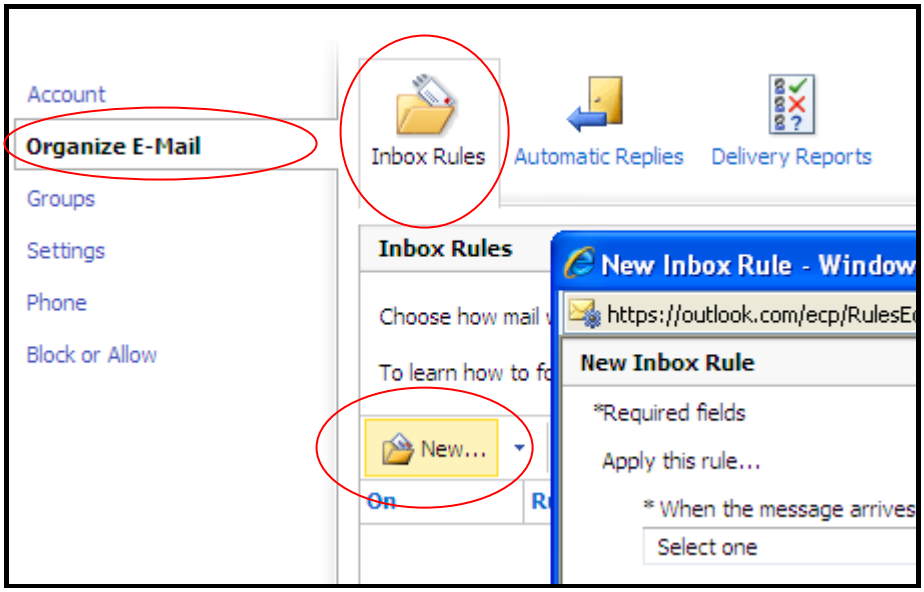
Additional Message Features

How do I automatically redirect all messages to another account?

1. From the Email screen, click **Options** in the top right hand corner of the window, then click **Organise E-Mail**, and then click **Inbox Rules**.

Options > Organise E-mail > Inbox Rules

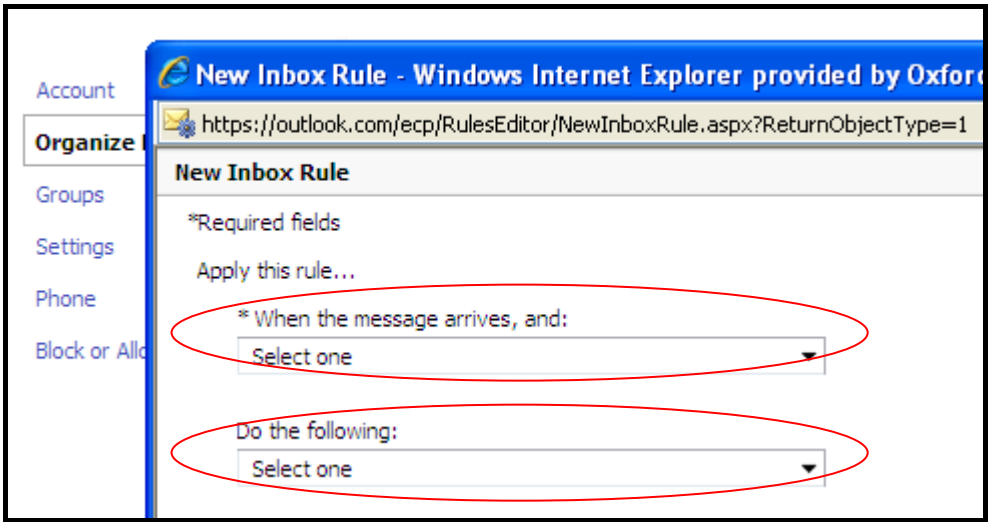
2. On the **Inbox Rules** tab, click **New**.



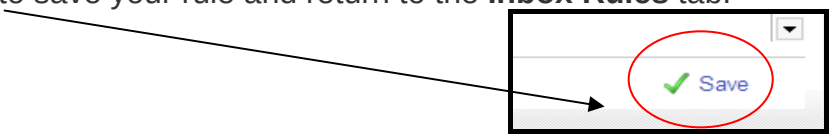
3. Under **When the message arrives**, select **Apply to all messages**.

OR

4. Under **Do the following**, select **Redirect the message to**.
5. Select the address you want your mail sent to by double-clicking on it in the address book view. If the address you want to redirect to doesn't appear, you can enter the e-mail address in the **To** field

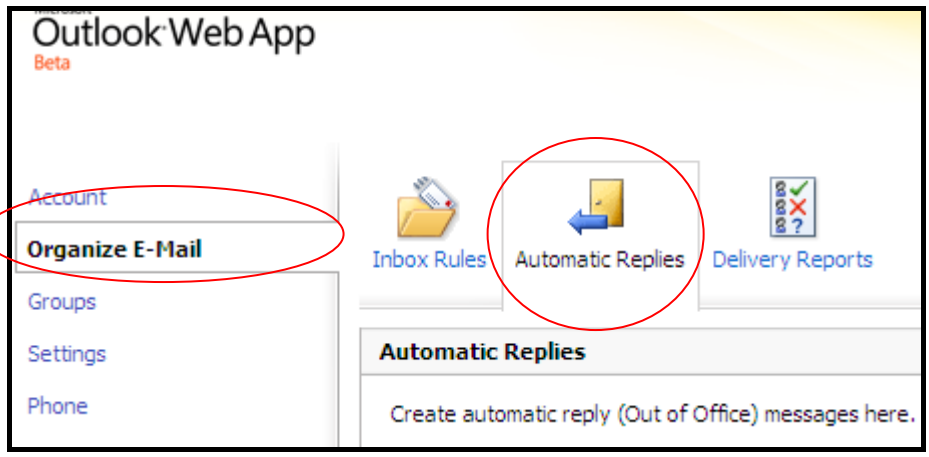


6. Click **OK** to save your selections and return to the new rule window.
7. Click **Save** to save your rule and return to the **Inbox Rules** tab.

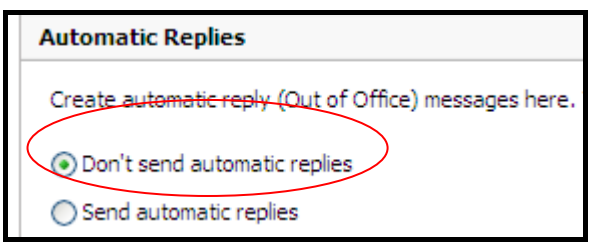


How do I setup an automatic Reply (Out of Office)

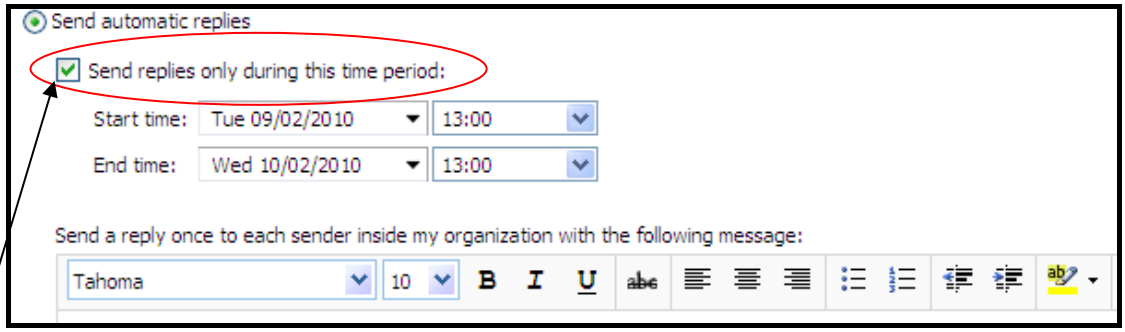
1. From the Email screen, click **Options** in the top right hand corner of the window, and then click **Organise E-Mail**, and **Automatic Replies** then click



2. On the **Automatic Replies** tab by clicking **Don't send automatic replies,** this option button to turn off automatic replies.

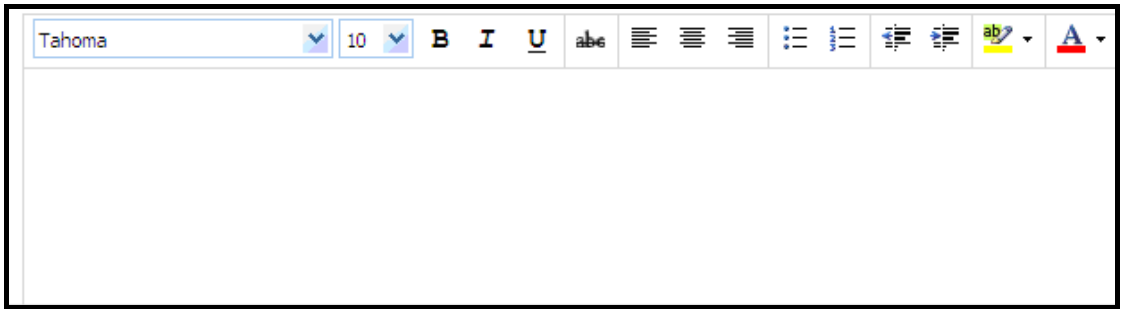

Automatic Replies
Create automatic reply (Out of Office) messages here.
Don't send automatic replies
Send automatic replies

3. By clicking on **Send automatic replies** this option button to turn on automatic replies.

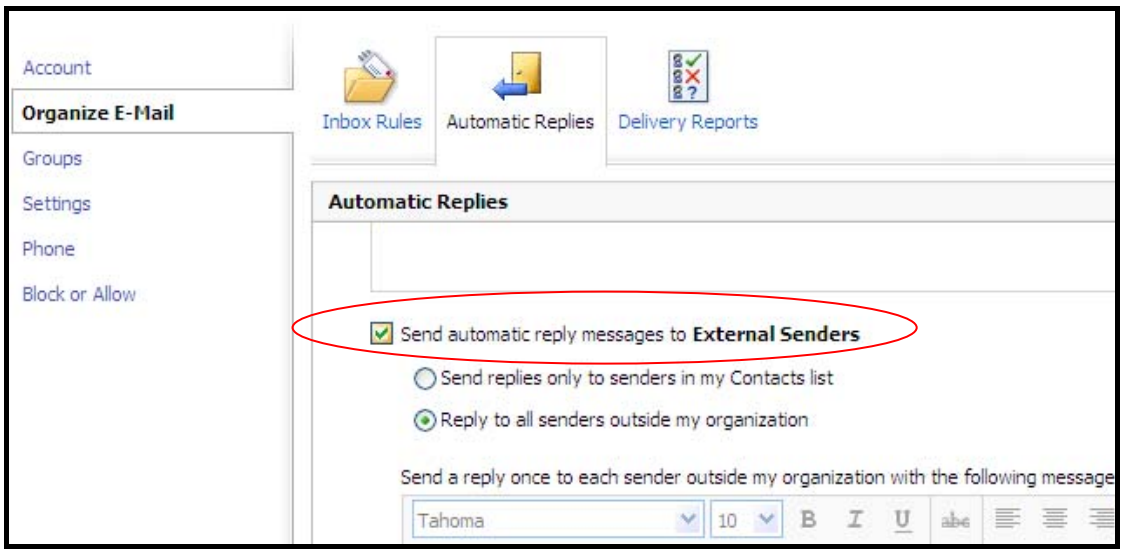

Send automatic replies
Send replies only during this time period:
Start time: Tue 09/02/2010 13:00
End time: Wed 10/02/2010 13:00
Send a reply once to each sender inside my organization with the following message:
Tahoma
10

4. The **Send replies only during this time period** this check box and enter a start time and end time to control when automatic replies are sent. If you don't set a time period, you'll be reminded you have automatic replies turned on each time you sign in to your mailbox.

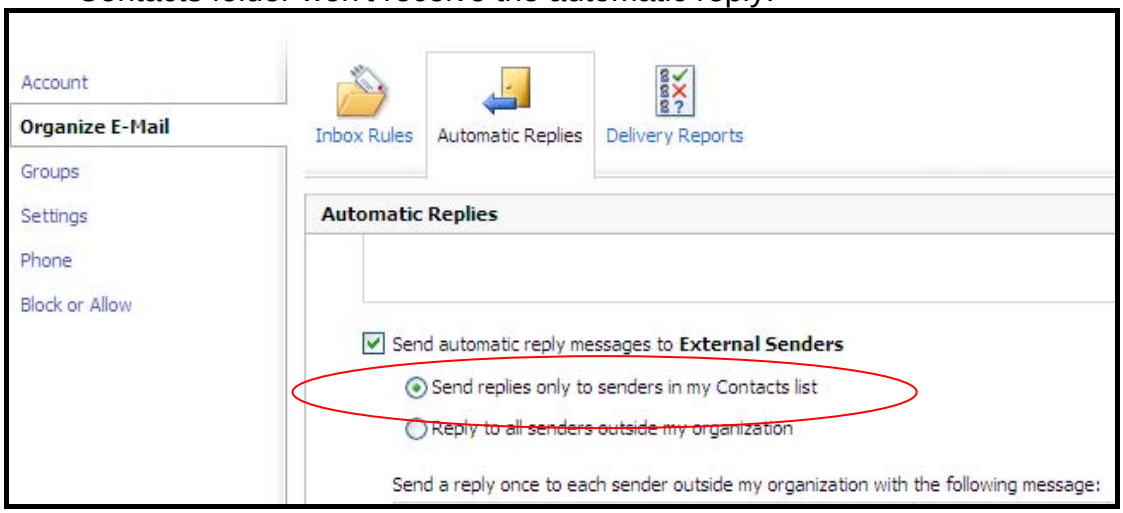
5. Use this box to create a message that will be sent only to senders who are inside your organisation. This option may not be available.



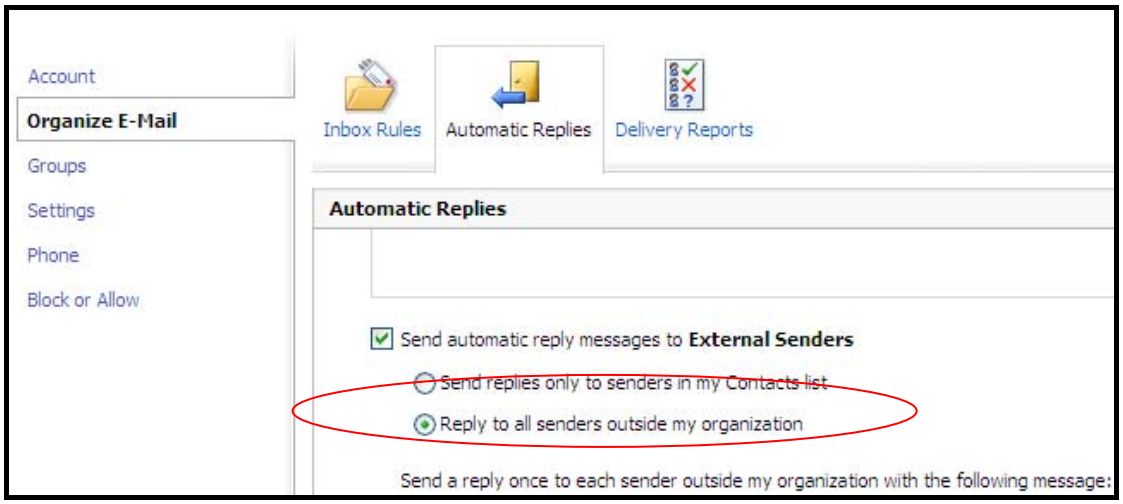
6. Scroll down the page until you come to **Send automatic reply messages to External Senders** this check box if you want automatic replies to be sent to senders outside your organisation.



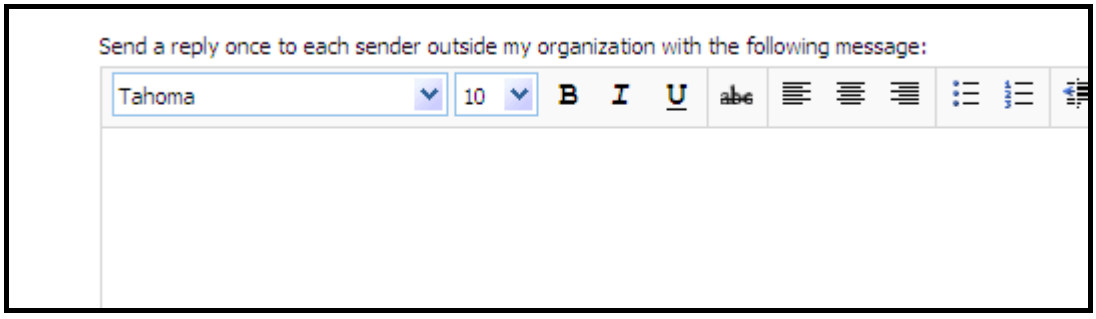
7. **Send replies only to senders in my Contacts list,** select this to limit automatic replies to senders who are in your **Contacts folder**. Senders who aren't in your Contacts folder won't receive the automatic reply.



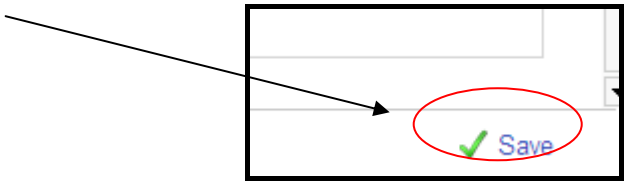
8. **Reply to all senders outside my organisation,** select this to send your reply to all senders outside your organisation.



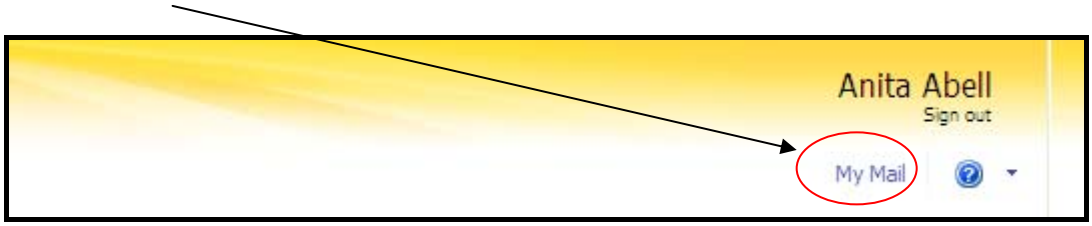
9. **Send a reply once to each sender outside my organisation with the following message,** If you've selected **Send automatic reply messages to External Senders**, enter the reply you want sent in this box.



Once you have finished click **Save** at the bottom right hand corner of the screen



To return to the e-mail page mail click on **MyMail** to the top right hand corner of the web page.

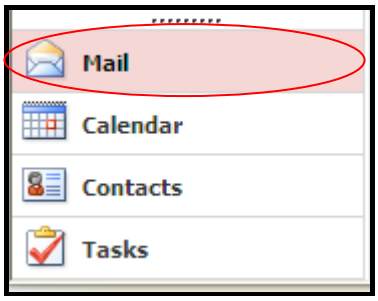


Working with Folders

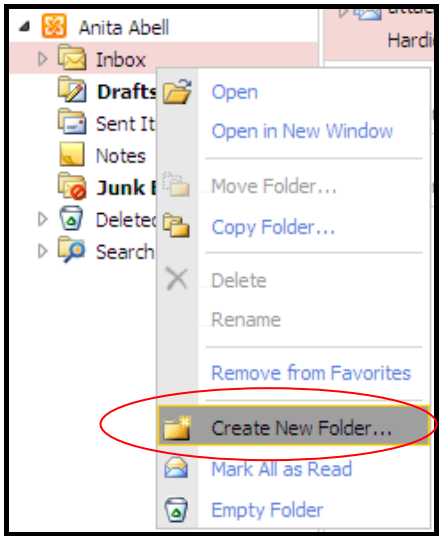
By default, messages that are sent to you are stored in your Inbox. But you can organise your messages into a hierarchical folder system and continue to adjust it as your needs change.

How do I create a new mail folder?

1. In the Navigation Pane, click **Mail** to view the list of all folders in your Inbox.



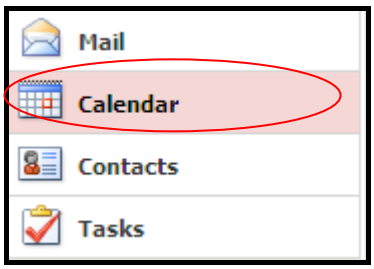
2. To create a subfolder in your Inbox, right-click **Inbox**. To create a new folder at the same level as your Inbox, right-click your name at the top of the folder list.
3. Click **Create New Folder**.



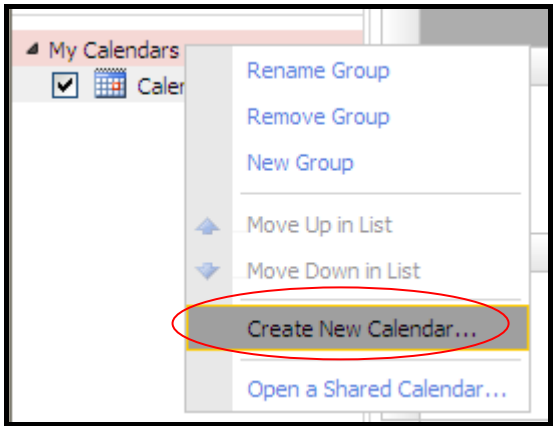
4. Type a name for your new folder.
5. Press **ENTER** to save your changes.

How do I create a new calendar folder?

1. In the Navigation Pane, click **Calendar**.



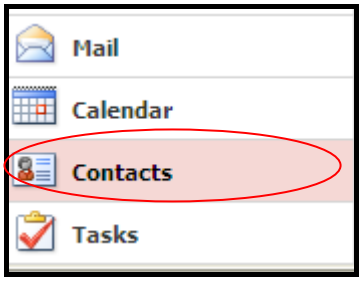
2. Click **Create New Calendar**.



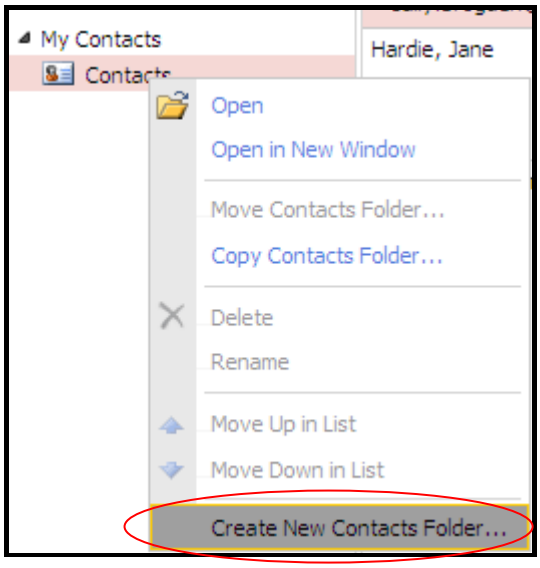
3. Type a name for the new calendar.
4. Press **ENTER** to save your changes.

How do I create a new contacts folder?

1. In the Navigation Pane, click **Contacts**.



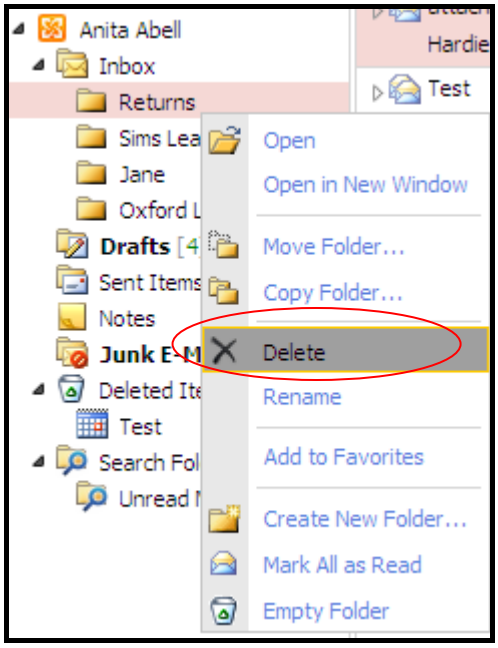
2. Click **Create New Folder**.



3. Type a name for the new contacts folder.
4. Press **ENTER** to save your changes.

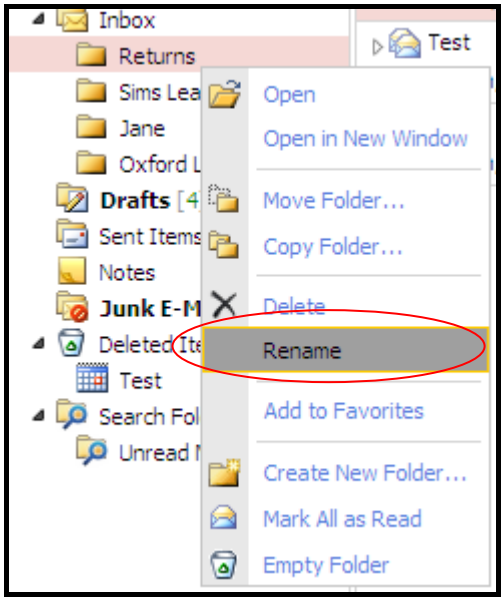
How do I delete a folder?

1. Right-click the folder you want to delete.
2. Click **Delete** in the menu.



How do I rename a folder?

1. Right-click the folder you want to rename, and then click **Rename**.
2. Type the new folder name, and then press ENTER.



How do I move or copy a folder?

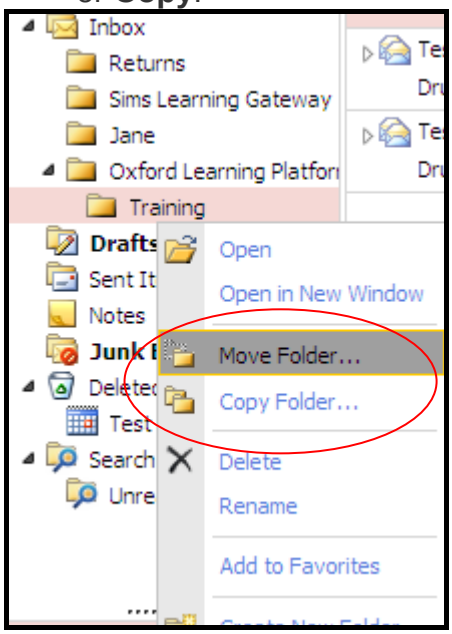
You can **move** or **copy** folders two different ways.

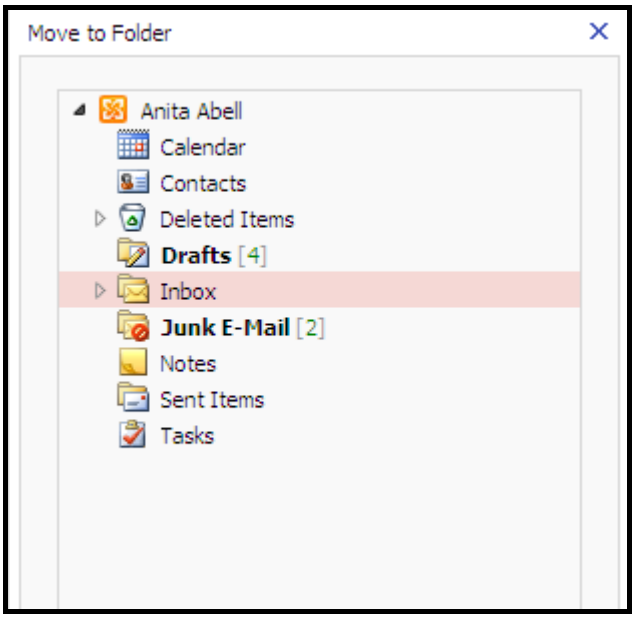
By dragging

1. To move a folder, drag it to the location you want to move it to.
2. To copy a folder, hold down the CTRL key as you drag the folder to the location you want to copy it to. A plus sign will appear next to the pointer as you drag the folder.

By using the right-click menu

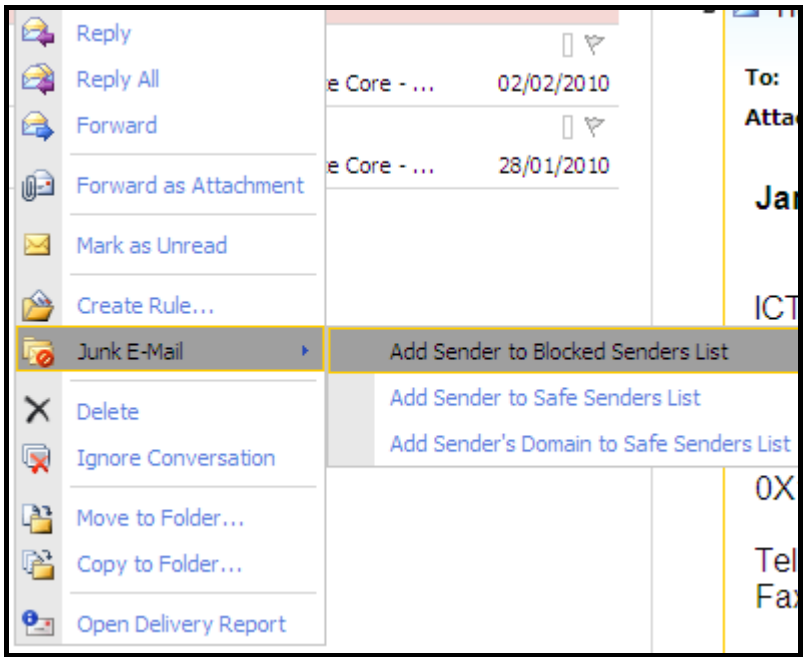
1. Right-click the folder you want to move or copy, and then click **Move Folder** or **Copy Folder** in the menu a new window will appear that shows the folders you can move or copy to. Select the folder you want to move or copy to, and then click **Move** or **Copy**.



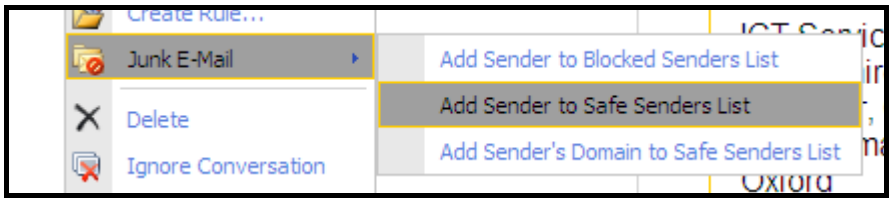


How do I manage messages in the Junk E-Mail folder?

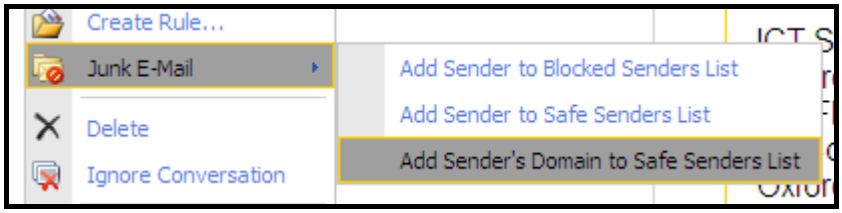
Right-click a message and select one of these options:
Add Sender to Blocked Senders List blocks all future messages from that sender.



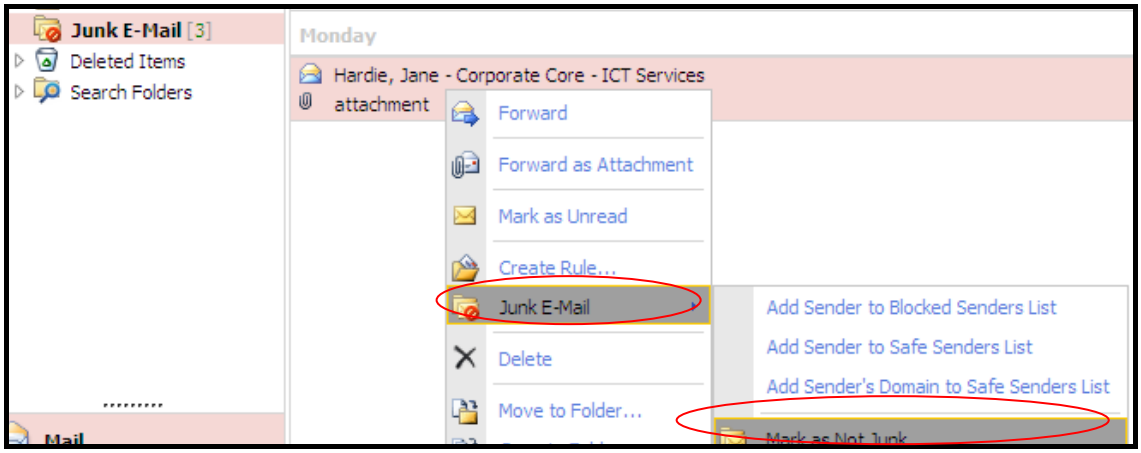
Add Sender to Safe Senders List keeps future messages from that sender from being marked as junk e-mail.


Junk E-Mail
Delete
Ignore Conversation
Add Sender to Blocked Senders List
Add Sender to Safe Senders List
Add Sender's Domain to Safe Senders List

Add Sender's Domain to Safe Senders List keeps future messages from that sender's domain from being marked as junk e-mail.

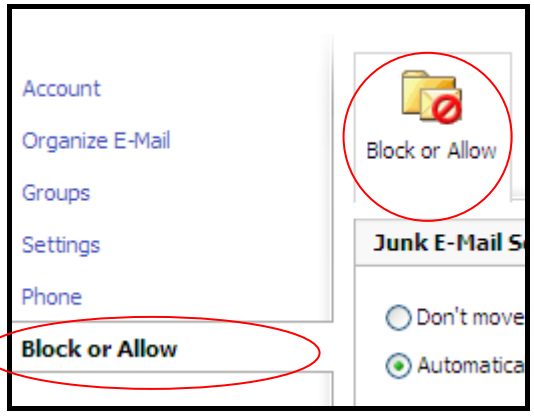


Mark as Not Junk works just like the **Not Junk** button on the toolbar. It gives you the option to always trust messages from that sender or to mark only that one message as safe.



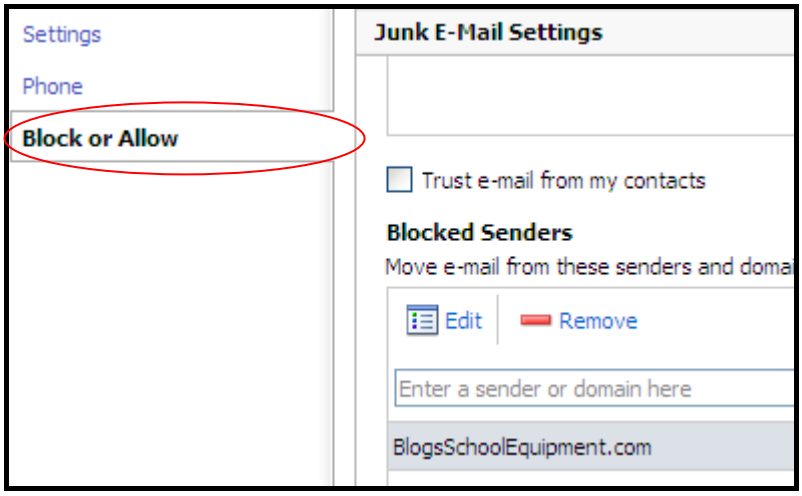
Junk E-Mail Settings

To manage junk e-mail settings, go to **Options** > **Block or Allow**.



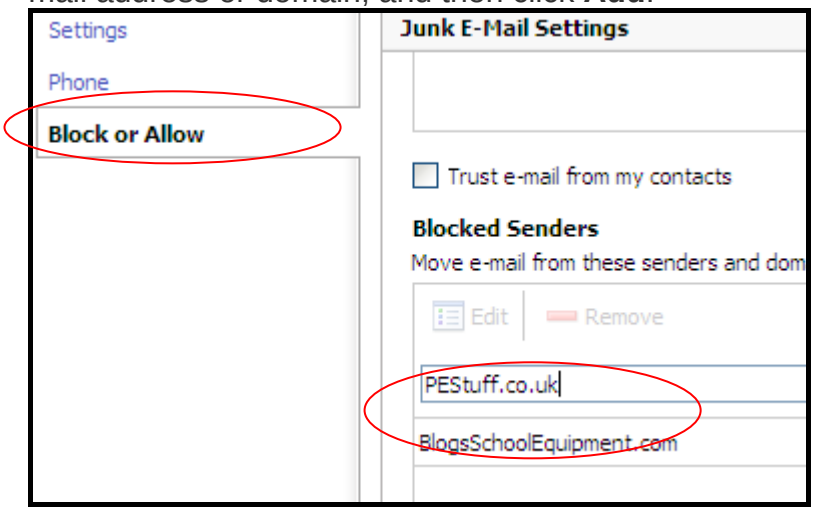
Blocked Senders List

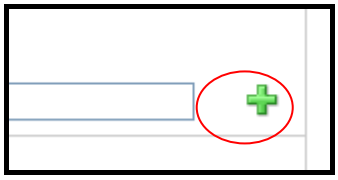
You can block senders that are domains (Companies) and people you don't want to receive e-mail messages from.



Blocked Senders List

To add a sender to the list, under **Blocked Senders List**, click in the text box, type an e-mail address or domain, and then click **Add**.





To modify a sender in the list, select the sender, and then click **Edit**. Change the entry in the text box and then click **Add**.

To remove a sender from the list, select the sender, and then click **Remove**.

You must click **Save** once you have added the domains (Companies) and people; this is located at the bottom right hand corner.